

The Incidence and Causes of Unscheduled Appointments to the Orthodontic Department

Clinical Audit

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Overview

Aim/Objectives

- To review the occurrence of unscheduled care attendances in the orthodontic department
- To assess reasons for unscheduled appointments
- Re-audit following implementation of recommendations

Standard

Less than 5% of visits by patients under treatment should be unscheduled

Baseline Data

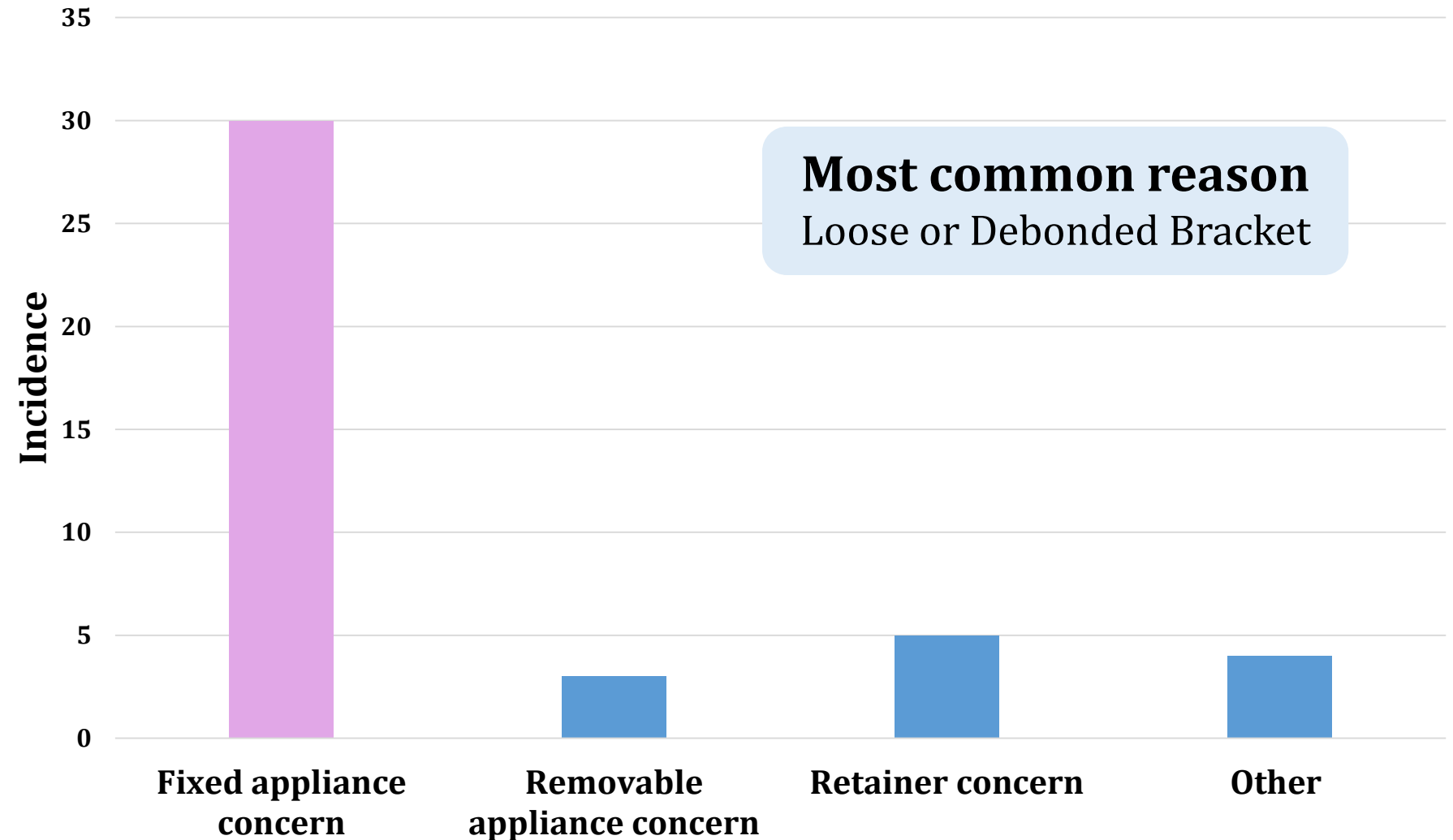
April to June 2025

Reasons for Unscheduled Appointments

Total Scheduled
Appointments: n= 880

Completed
Appointments: n= 730

Proportion of
unscheduled care
appointments: 5 %





April

- 18 weeks
- Five instances
- **Risk factors:**
Poor Oral Hygiene and Dietary Choices

May

- 6 weeks
- Six instances
- Majority upper arch affected
- **Risk factors:**
History of De-bond

June

- 5 weeks
- Highest number of de-bond incidents reported: *Eight instances*
- **Risk factors:**
Deep Overbite

Most cases were in the early stages of treatment in NiTi wires and were bonded up by junior members of the team

Standard

Less than 5% of visits by patients under treatment should be unscheduled

During the 3-month baseline period this **standard was not met** with 5 % of total appointments being unscheduled.

Change to use of New Patient Information Leaflet

Implemented 8th October 2025

HOW TO LOOK AFTER YOUR FIXED BRACES

Clinic reception
TEL: 02896251211

YOUR COMMITMENT

- Attend your appointments
- Good oral hygiene
- Brace friendly diet

If you miss appointments, this results in longer treatment times, more risks and a poorer outcome!

POOR BRUSHING + BAD DIET =



Diet

No hard, crunchy or sticky foods! These can break your brace. Try to cut down the number of times you have sugary foods or drinks by keeping these to mealtimes.

Avoid sugary snacks like cakes, sweets and biscuits between meals.

Avoid sugary drinks like fruit squashes, natural fruit juices and milk shakes between meals.

The more often you drink fizzy or acidic drinks, the more likely you are to damage your teeth which can leave permanent white or brown marks on teeth

How to manage discomfort

It is normal to experience mild discomfort here are some things you can do to help

- Eat soft foods
- Place dental wax over the area that is causing irritation

If required, you can take paracetamol or ibuprofen.

Ibuprofen not recommended for patients with stomach problems, asthma or allergy. Follow the recommended dosages on the package.

ORAL HYGIENE



TOP TIP

Electric toothbrushes can be good due to their smaller head but they still need slow circular motions to get in around the brace and gums. You may need to use a normal toothbrush too

Showing your braces can make it harder to get soothed to, teeth and dentists will monitor your oral hygiene and may make further oral hygiene suggestions.

If something breaks...

Broken wire

Reposition or place wax over the broken wire. Contact the orthodontic department or your own dentist.

Broken brackets

Do not usually need replaced immediately but delaying to your next visit will lengthen treatment time. Contact the orthodontic department or your own dentist.

Further oral hygiene information



Scan me!

Braces and Your Diet



Dietary advice is to help you avoid...

Breaking your brace and lengthening your treatment time

Possible permanent damage to your teeth

Avoid	Be Careful	Brace Friendly
 Sugary food and drinks e.g., sweets, biscuits, energy drinks Hard foods e.g., nuts, ice, popcorn Sticky foods e.g., chewing gum, toffee Crunchy foods e.g., crisps, pretzels Chewy bread, e.g., bagels, pizza crust	 Food you bite directly into, e.g., apples and Raw vegetables, e.g., carrots. When eating these, cut them into small pieces. Zero Sugar Drinks: a better alternative than full sugar; however, be careful, as they are still acidic. Flavoured waters, such as these, may contain sugar.	 Savoury, low sugar and softer foods, e.g.: • Pasta, rice and potatoes • Cooked vegetables e.g., carrots, broccoli • Protein e.g., eggs, fish • Yoghurt/ Soft cheese (including non-dairy alternatives) • Fruits e.g., bananas, berries Plain milk/water

Try to limit the number of times you have sugary foods or drinks by keeping them to mealtimes.

The more often you have sugary food and drinks, the more likely you are to damage your teeth, which can leave permanent white or brown marks on your teeth.

If your brace breaks, please call us on 02896151211 for advice

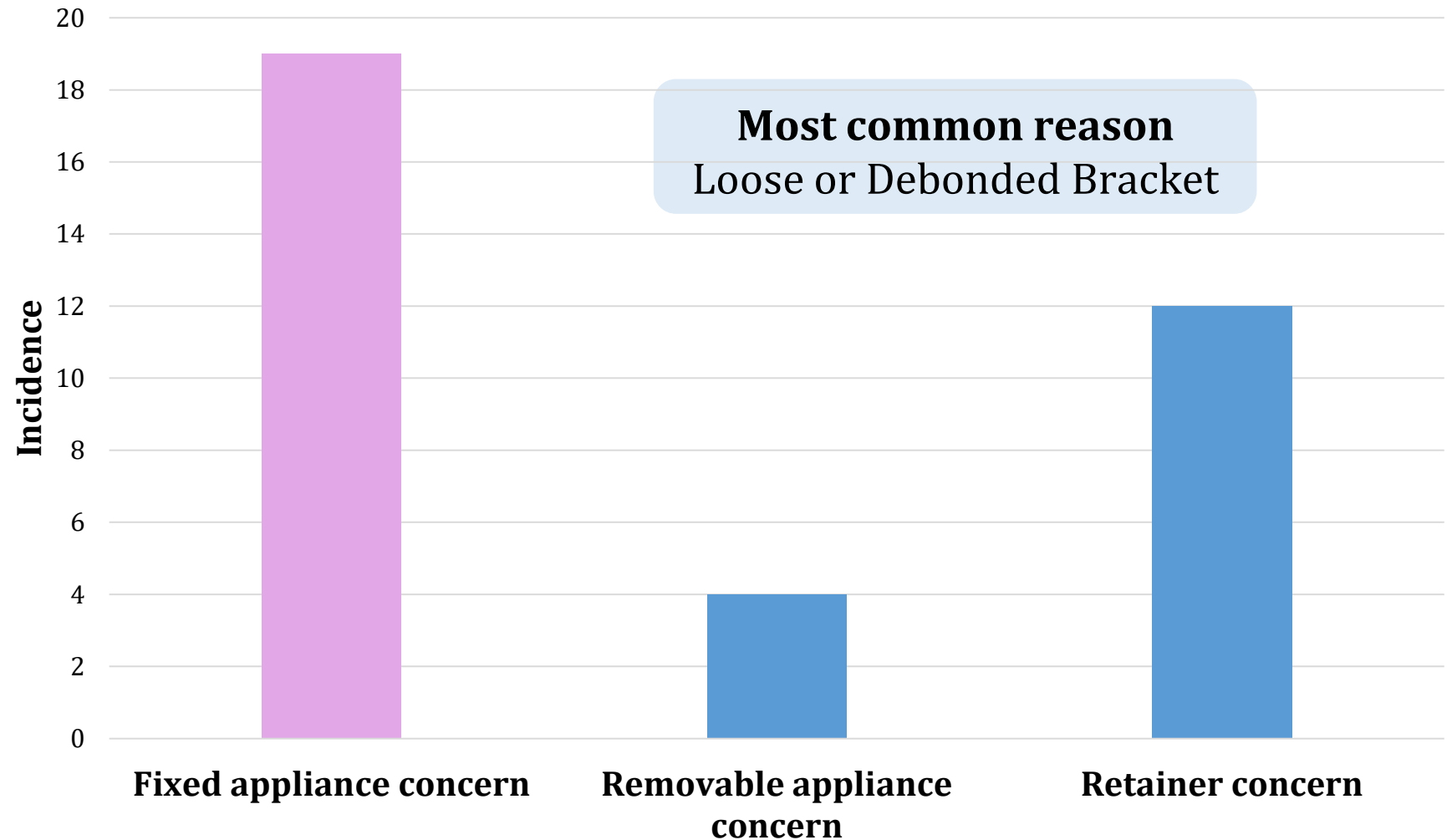
Second Cycle Data

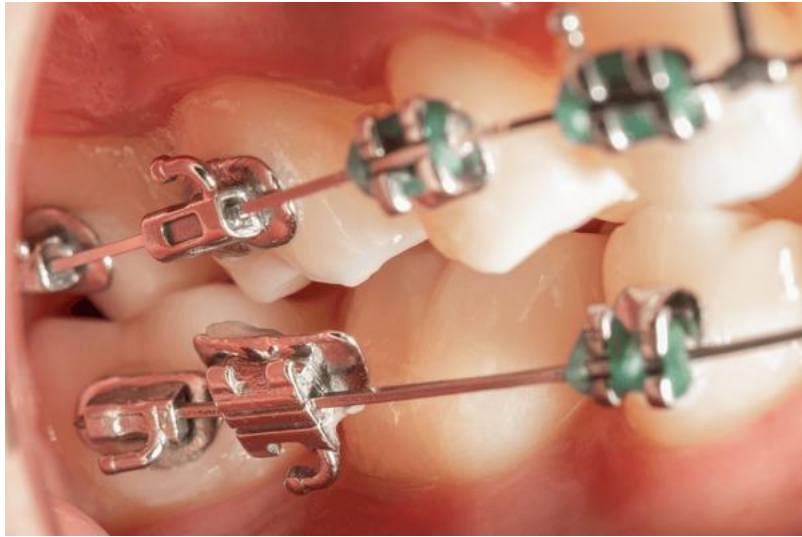
Unscheduled care appointments

October to December 2025

Reasons for Unscheduled Appointments

Total Scheduled
Appointments: n= 1011
Completed
Appointments: n= 847
Proportion of
unscheduled care
appointments: 4.2%





October

- 2 weeks
- One instance

November

- 1 week
- Five instances
- Risk factors: Poor Oral Hygiene and Previous Accidental De-bond

December

- 10 weeks
- Five instances
- Risk factors: Diet Choices, Deep Bite and Poor Oral Hygiene

Most cases were in the early stages of treatment in NiTi wires and were bonded up by junior members of the team

Standard

Less than 5% of visits by patients under treatment should be unscheduled

During the 3-month second cycle period this **standard was met** with **4.2%** of total appointments being unscheduled.

Change to handout information to all patients both new patients and review patients

Implemented 5th January 2026

HOW TO LOOK AFTER YOUR FIXED BRACES

Clinic Reception Telephone: 02896151211

YOUR COMMITMENT

- Attend your appointments
 - Good oral hygiene
 - Brace-friendly diet

If you miss appointments, it results in longer treatment times, increased risks, and a poorer outcome!

GOOD ORAL HYGIENE
IS IMPORTANT
AS
POOR
BRUSHING
+
BAD DIET
=
DAMAGED &
STAINED TEETH



ADVICE

• Brush at least twice a day for 2 minutes

Timing

Toothpaste

- Check the label to make sure contains fluoride e.g., Sodium Monofluorophosphate
- "1450ppm fluoride" is the normal amount for anyone except young children

• Use small circular motions
• Angle bristles 45 degrees towards the gum
• It is important to clean around metal part of your brace and your gum-line

Brushing

Further oral hygiene information



Scan me!

TOP TIP

Electric toothbrushes can be beneficial due to their smaller heads; however, they still require slow, circular motions to reach around the braces and gums effectively. You may also need to use a regular toothbrush.

Brushing your braces can be challenging to get accustomed to. Your orthodontist will monitor your oral hygiene and may provide additional suggestions to help you maintain good oral hygiene.

How to manage discomfort

It is normal to experience mild discomfort. Here are some things you can do to help.

- Eat soft foods (see other side of page for some suggestions)
- Place brace wax over the area that is causing irritation

If required, you can take paracetamol or ibuprofen.

Avoid ibuprofen if you have stomach problems, asthma or an allergy. Follow the recommended dosages on the package.

Do you play sports?

A mouthguard must be worn to protect your teeth and your brace. Re-mouldable one or ask your orthodontist

If something breaks...

Broken wire

Reposition or place brace wax over the broken wire. Contact the orthodontic department or your own dentist.

Loose brackets

Do not usually need to be replaced immediately, but delaying your next visit will lengthen treatment time. Contact the orthodontic department or your own dentist.

Braces and Your Diet



Dietary advice is to help you avoid...

Breaking your brace and lengthening your treatment time

Possible permanent damage to your teeth

Avoid



Sugary food and drinks e.g., sweets, biscuits, energy drinks

Hard foods e.g., nuts, ice, popcorn

Sticky foods e.g., chewing gum, toffee

Crunchy foods e.g., crisps, pretzels

Chewy bread, e.g., bagels, pizza crust



Be Careful



Food you bite directly into, e.g., apples and Raw vegetables, e.g., carrots. **When eating these, cut them into small pieces.**

Zero Sugar Drinks: a better alternative than full sugar; however, be careful, as they are **still acidic**.

Flavoured waters, such as these, **may contain sugar**.

Brace Friendly



Savoury, low sugar and softer foods, e.g.:

- Pasta, rice and potatoes
- Cooked vegetables e.g., carrots, broccoli
- Protein e.g., eggs, fish
- Yoghurt/ Soft cheese (including non-dairy alternatives)
- Fruits e.g., bananas, berries

Plain milk/water

Try to limit the number of times you have sugary foods or drinks by keeping them to mealtimes.

The more often you have sugary food and drinks, the more likely you are to damage your teeth, which can leave permanent white or brown marks on your teeth.

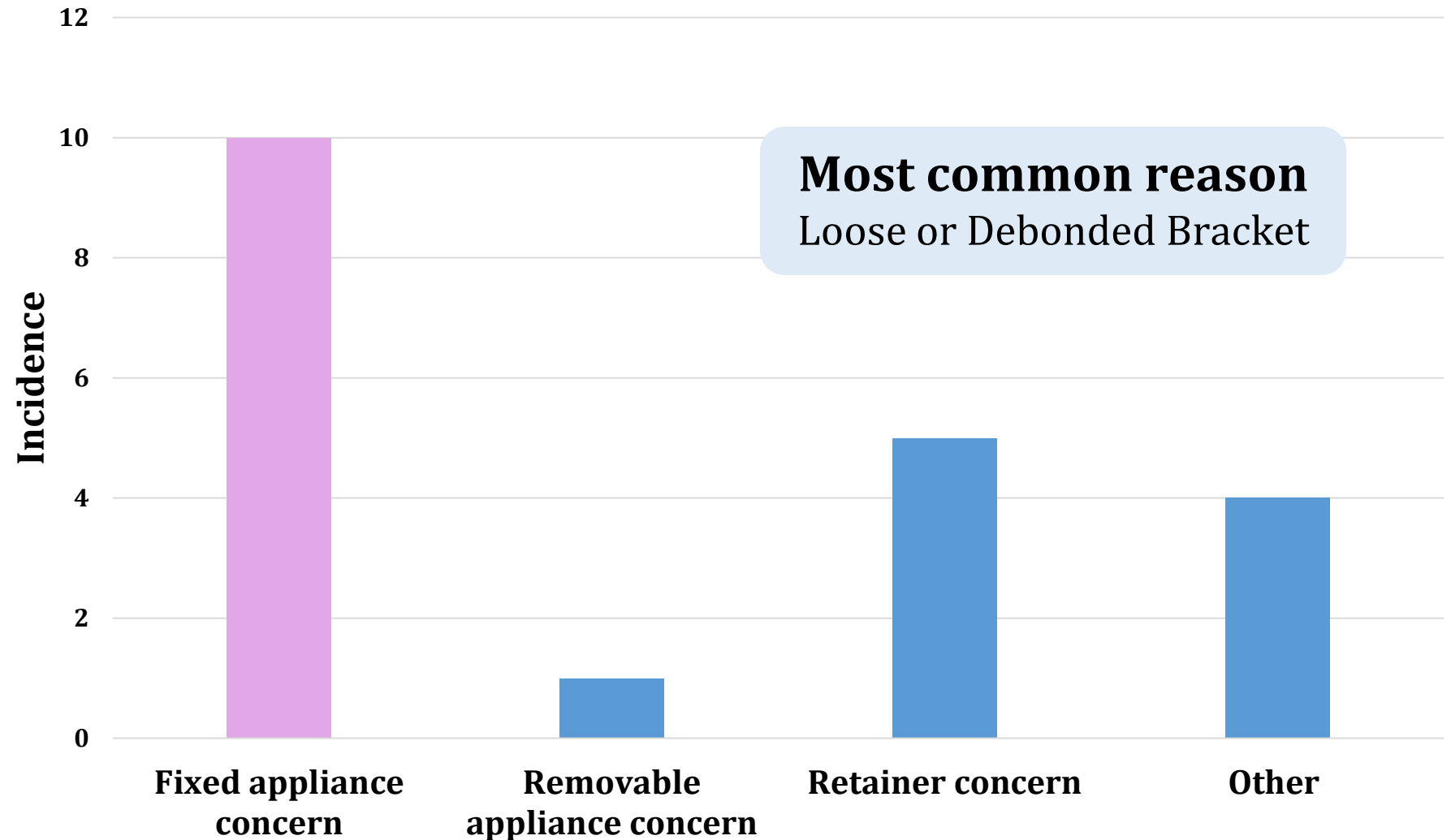
If your brace breaks, please call us on 02896151211 for advice

Third Cycle

Review if sustained change observed

March to April 2026

Reasons for Unscheduled Appointments



Total Scheduled
Appointments: n= 576

Completed
Appointments: n= 501

Proportion of
unscheduled care
appointments: 4%

Standard

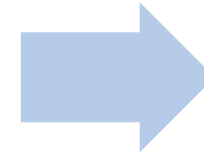
Less than 5% of visits by patients under treatment should be unscheduled

During the 2-month third cycle period this **standard was met** with **4%** of total appointments being unscheduled.

Both Scheduled and Unscheduled Appointments

March

- 25 weeks
- 16 instances
- Risk factors:
Previous Accidental
De-bond, Poor Oral
Hygiene, Lack of
Compliance



April

- 21 weeks
- 20 instances
- Risk factors: Poor
Oral Hygiene and
Previous Accidental
De-bond

Most cases were in the early stages of treatment in NiTi wires, upper anterior brackets and were bonded up by junior members of the team

Journal of Clinical and Experimental Dentistry

► J Clin Exp Dent. 2022 Sep 1;14(9):e746–e755. doi: [10.4317/jced.59768](https://doi.org/10.4317/jced.59768) 

Orthodontic bracket bonding techniques and adhesion failures: A systematic review and meta-analysis

[André-Luiz-Campos dos Santos](#)¹, [Letícia-Maira Wambier](#)¹, [Denise-Stadler Wambier](#)¹, [Kelly-Maria-Silva Moreira](#)²,
[José-Carlos-Pettorossi Imparato](#)², [Ana-Cláudia-Rodrigues Chibinski](#)^{1,∞}

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► Eur J Orthod. 2022 Oct 12;45(2):175–185. doi: [10.1093/ejo/cjac050](https://doi.org/10.1093/ejo/cjac050) 

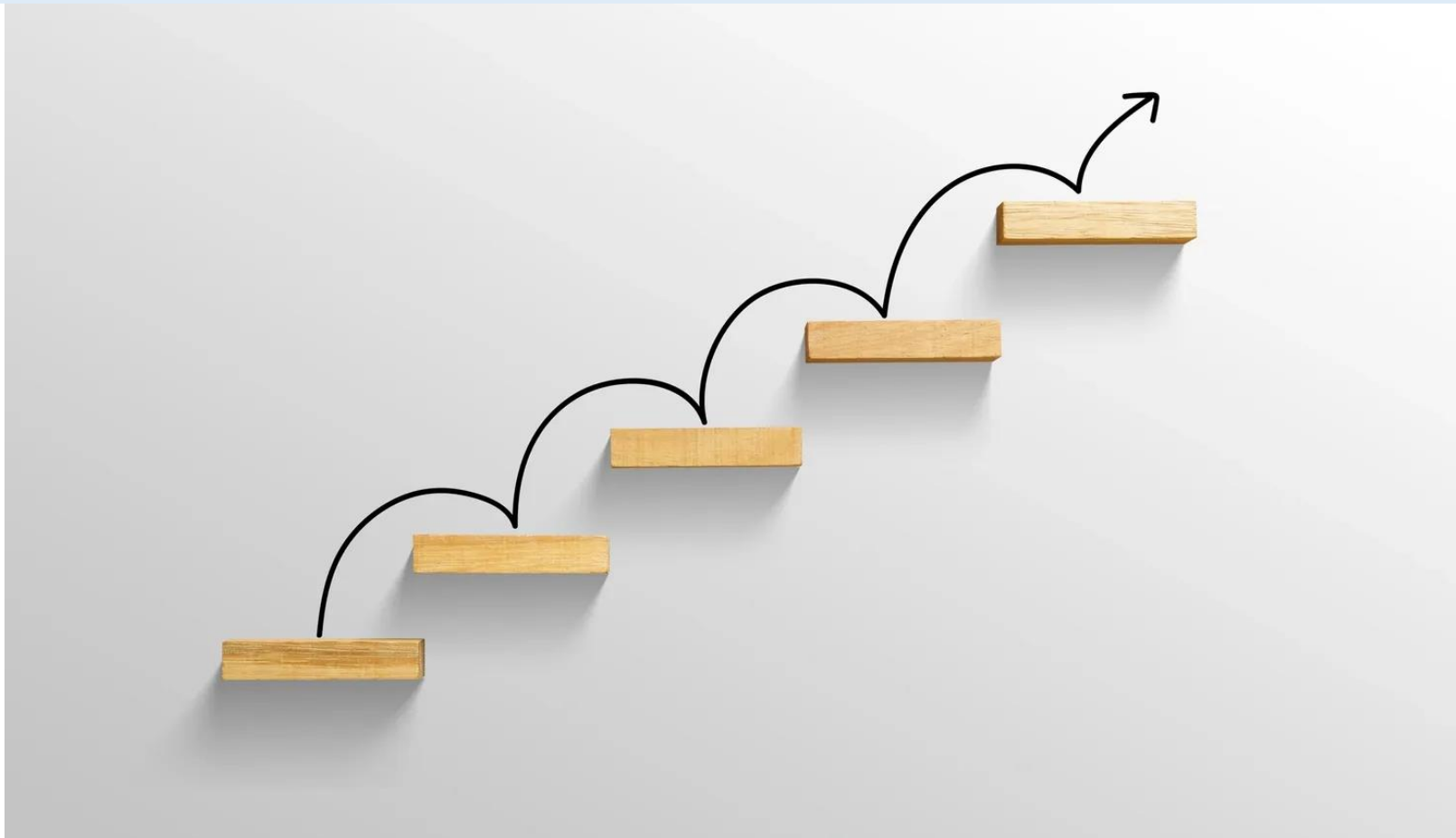
Clinical bracket failure rates between different bonding techniques: a systematic review and meta-analysis

[Csaba Dudás](#)¹, [László Márk Czumbel](#)^{2,3}, [Szabolcs Kiss](#)^{4,5}, [Noémi Gede](#)⁶, [Péter Hegyi](#)^{7,8}, [Krisztina Mártha](#)^{9,#,∞},
[Gábor Varga](#)^{10,11,#,∞}

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Next Steps



Thank you for your Attention

